



PROFESSIONAL
ASSISTANCE
for **L**IVING

Equipment with expertise...

Incidents & Safety

Your guide to how we can work
together safely.

About incidents

Your safety is very important to us. We work hard to deliver safe services.

But sometimes accidents happen. Sometimes people make mistakes or treat other people badly. We call these things 'incidents'.

This brochure explains how we try to prevent incidents and what we do if one happens.

You can help prevent incidents happening too. Act safely. Treat other people with respect.

And if you don't feel safe, tell someone about it.

Please ask our staff if you would like to know more. Contact us if you would like to read our full Incident Management Policy and Procedure.

Your safety is important

NDIS providers must follow rules about keeping people safe. We work hard to keep everyone safe. That means you, our workers and other people in the community.

We think about how accidents can happen and how to prevent them. This is called 'Risk Management'.

We do this by asking you questions, and thinking about the supports we provide, about the places where those supports happen, about the people who work with you and other people around you. This information guides our actions to keep everyone safe.

We want everyone to be safe, and to feel safe. If you feel unsafe, you can tell us. We promise to listen.

If an incident happens...

Our staff know what to do if there is a problem or accident. We follow NDIS rules if an incident happens. We must:

1. Investigate the incident
2. Do something so that the incident doesn't happen again
3. Record the incident
4. Talk about this with the person who was involved.

We must follow these rules if a person has been harmed or says they have been harmed, or have been treated badly by receiving our services.

In certain cases, we need to tell the NDIS about these incidents. These are called "Notifiable Incidents".

If you don't feel safe to talk with our staff, then tell someone else. You can talk with your family and friends, or an advocate. You can also complain to the NDIS Commission — they make the rules and help participants.

Making it right again

Everyone has the right to be safe and treated fairly.

If you are involved in an incident, you have the right to know what went wrong and what is being done to make it right.

If you don't get these answers, you have the right to complain.

We will always keep you informed. We want to treat you with respect.

If you are unhappy with our complaints process, you have the right to get help.

The NDIS Commission can help. An advocate can help too, by speaking for you.

Who to contact

If we don't act safely, please tell us. To contact us directly:

Email us: info@pafll.com.au
Write to us: Professional Assistance for Living
48 Glanville Street, ETHELTON SA 5015
Phone us: 0434 339 910

You can also contact the NDIS Commission. You don't have to talk with us.

Visit: www.ndiscommission.gov.au
Phone: 1800 035 544
TTY: 133 677

An advocate is someone else who can help speak up for you. The National Disability Advocacy Program can help you find an advocate.

Email: disabilityadvocacy@dss.gov.au
Visit: <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>